HIGH COURT OF JHARKHAND, RANCHI

STANDARD OPERATING PROCEDURE (SOP)

FOR FILING AND PROCESSING ONLINE APPLICATIONS FOR CERTIFIED COPIES IN THE CIVIL COURTS OF THE STATE OF JHARKHAND

SOP No.: _____
Date of Issue: _____
Effective Date: _____
Issued by: High Court of Jharkhand, Ranchi

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1. PREAMBLE

With a view to facilitating the speedy, transparent and efficient delivery of certified copies of judicial records, orders, judgments and other documents in civil cases, and to promote the use of digital services in the Civil Courts of the State of Jharkhand, this Standard Operating Procedure (SOP) is proposed to regulate the filing, scrutiny, processing, preparation, authentication and delivery of applications for certified copies through the designated online facility.

This SOP aims to reduce the need for physical visits to court premises, streamline administrative processes, enable applicants to track the status of their applications and establish a uniform procedure for processing online certified-copy applications across the Civil Courts of the State of Jharkhand.

The procedure shall be subject to the applicable rules governing the grant of copies, directions issued by the High Court of Jharkhand, and orders of the competent judicial or administrative authority.

2. OBJECTIVES

The objectives of this SOP are:

1. To provide a uniform online mechanism for applying for certified copies in civil cases.
2. To facilitate convenient access to certified copies for eligible applicants.
3. To ensure timely scrutiny and processing of applications.
4. To provide transparency in the status of applications and payment of prescribed fees.
5. To maintain the authenticity, integrity, confidentiality and traceability of judicial records.
6. To minimise manual intervention and unnecessary visits to court establishments.
7. To establish clear responsibilities for the officers and staff involved in the certified-copy process.
8. To maintain appropriate digital records and audit trails for monitoring and accountability.

3. SCOPE AND APPLICABILITY

3.1. This SOP shall apply to online applications for certified copies of judgments, orders, pleadings, applications, depositions, exhibits, decrees and other documents forming part of the records of civil cases, subject to their availability and eligibility under the applicable rules.

3.2. It shall apply to the Civil Courts of the State of Jharkhand, including the courts and establishments authorised by the High Court to provide online certified-copy services.

3.3. Applications may be submitted by parties to a case, their duly authorised advocates, authorised representatives and other eligible persons, subject to the applicable rules governing access to judicial records.

3.4. Access to confidential, sealed, restricted or otherwise protected judicial records shall be governed by the relevant law, rules and orders of the competent court. Filing an online application shall not, by itself, confer a right of access to such records.

3.5. The online facility shall not dispense with any requirement of verification, permission, payment, authentication or other formality prescribed under the applicable rules.

4. DEFINITIONS

For the purposes of this SOP:

a. **"Civil Court"** means a Civil Court or other court establishment in the State of Jharkhand covered by this SOP.

b. **"Designated Portal"** means the online platform authorised by the High Court for filing and processing certified-copy applications.

c. **"Applicant"** means a person legally entitled or otherwise authorised to apply for a certified copy.

d. **"Certified Copy"** means a copy of a judicial document duly authenticated by the competent authority in accordance with the applicable rules.

e. **"Copying Section"** means the section or branch entrusted with receiving, scrutinising, preparing, authenticating and issuing certified copies.

f. **"Prescribed Fee"** means the copying fee and any other applicable charges prescribed under the relevant rules or notified by the competent authority.

g. **"Urgent Application"** means an application expressly seeking urgent processing, where such facility is permitted under the applicable rules.

5. PROCEDURE FOR SUBMISSION OF ONLINE APPLICATION

5.1. Access to the designated portal

The applicant shall access the designated online portal through the official website or link notified by the High Court of Jharkhand.

The applicant shall ensure that the application is submitted through the authorised portal and that the information provided is accurate and complete.

5.2. Registration and login

Where registration is required, the applicant shall:

a. Register using the prescribed details, including a valid mobile number and/or email address, as applicable.

b. Complete the prescribed verification process.

c. Log in using the authorised credentials.

Where guest application or another authorised method is provided, the applicant may use that facility in accordance with the instructions displayed on the portal.

5.3. Selection of court and case details
The applicant shall select or enter the following particulars, as required by the portal:

1. Name of the District and Civil Court.
2. Name of the Court or judicial officer concerned.
3. Case type and case number.
4. Year of institution or registration of the case.
5. Names of the parties, wherever required for identification.
6. Case Identification Number (CNR), if available or required.
7. Nature and description of the document or documents sought.

The applicant shall verify the particulars before submission. Any discrepancy in the case details may result in the application being returned for correction or clarification.

5.4. Selection of documents
The applicant shall specify the document or documents for which certified copies are sought, such as:

a. Judgment or final order.

b. Interim or interlocutory order.

c. Decree or formal order, where applicable.

d. Plaint, written statement or other pleadings.

e. Deposition or statement forming part of the record.

f. Exhibits or documents admitted or marked in evidence.

g. Other documents forming part of the judicial record, subject to the applicable rules.

Where the document sought is not identifiable from the particulars entered, the applicant may be required to provide additional details.

5.5. Applicant category and purpose
The applicant shall select the appropriate category, wherever required, such as party to the case, advocate, authorised representative or other eligible applicant.

The applicant shall furnish the purpose of obtaining the copy and the prescribed declaration or supporting particulars, where required under the applicable rules.

5.6. Urgent or ordinary application

The applicant shall select the ordinary or urgent category, if such categories are provided under the applicable rules and supported by the portal.

The grant of urgent processing shall remain subject to the applicable rules, payment of the prescribed fee and the decision of the competent authority wherever required.

5.7. Uploading supporting documents

The applicant shall upload the required documents, if any, in the prescribed format and within the permitted file-size limits.

Such documents may include proof of identity, authorisation, vakalatnama-related particulars or other supporting documents, where legally required.

Sensitive personal information shall not be sought or uploaded unless required for the lawful processing of the application.

5.8. Verification and declaration

Before final submission, the applicant shall verify the correctness of the information furnished and accept the prescribed declaration confirming that the particulars are true and that the requested documents are being sought in accordance with the applicable rules.

5.9. Submission and acknowledgement

Upon successful submission, the portal shall, subject to technical feasibility, generate a unique application or acknowledgement number.

The acknowledgement shall contain, at a minimum, the following particulars:

- Application number and date of submission.
- Name of the concerned court.
- Case particulars.
- Description of the document or documents requested.
- Application category, where applicable.
- Fee-payment status, where applicable.
- Current status of the application.

The applicant shall preserve the acknowledgement number for future reference and tracking.

6. PAYMENT OF PRESCRIBED FEES

6.1. The applicant shall pay the prescribed copying fee and any other applicable charges in accordance with the relevant rules and instructions notified by the competent authority.

6.2. Payment may be made through the online payment facility integrated with the portal or through such other authorised mode as may be prescribed.

6.3. The portal shall, wherever technically feasible, generate an electronic receipt or transaction reference upon successful payment.

6.4. The application shall be processed in accordance with the applicable rules regarding payment of fees. Where advance payment, a fee deposit or subsequent assessment is prescribed, the same shall be followed.

6.5. In the event of a failed or pending transaction, the applicant shall be guided to verify the payment status before making a duplicate payment.

6.6. Refunds, adjustments or additional payments shall be governed by the applicable rules and the procedure notified by the competent authority.

6.7. No fee or charge other than that duly prescribed or authorised shall be levied.

7. SCRUTINY OF APPLICATIONS

7.1. Upon receipt of the online application, the application shall be electronically transmitted or made available to the concerned Copying Section or other designated official of the Civil Court.

7.2. The designated official shall scrutinise the application to verify:

a. Completeness and correctness of the case particulars.

b. Identification of the requested document.

c. Eligibility of the applicant, where applicable.

d. Compliance with the prescribed formalities.

e. Payment of the required fee, where applicable.

f. Availability and accessibility of the requested document.

g. Any restriction, prohibition or requirement of prior permission applicable to the document.

7.3. Where the application is complete and admissible, it shall be taken up for further processing.

7.4. Where any defect or deficiency is noticed, the application may be returned electronically for correction, or the applicant may be asked to furnish the required information or documents.

7.5. The defect memo or electronic communication shall, as far as practicable, specify the defect and the action required from the applicant.

7.6. An application shall not be rejected solely on account of a technical deficiency without communicating the reason to the applicant, except where communication is prohibited by law or impracticable for recorded reasons.

7.7. Any question concerning entitlement to access, confidentiality, restricted records or the necessity of judicial permission shall be referred to the competent authority in accordance with the applicable rules.

8. PROCESSING AND PREPARATION OF CERTIFIED COPIES

8.1. Following scrutiny and completion of the prescribed formalities, the Copying Section shall arrange for retrieval of the relevant judicial record or electronic document.

8.2. Where the record is available in digitised form, the concerned official shall verify that the document corresponds to the case and document specified in the application.

8.3. Where the record is available only in physical form, the Copying Section shall arrange for preparation of the copy in accordance with the prescribed procedure.

8.4. The concerned official shall ensure that:

a. The copy corresponds to the original judicial record or authorised electronic record.

b. The pages and annexures, wherever applicable, are complete and in the correct sequence.

c. The prescribed copying charges and formalities have been complied with.

d. Any legally permissible redaction or restriction is applied in accordance with the relevant order or rule.

e. The copy is legible and suitable for authentication and issuance.

8.5. Any discrepancy, missing document, illegible record or other impediment shall be brought to the notice of the competent authority or dealt with under the applicable rules.

8.6. The preparation of a certified copy shall not be treated as an authorisation to alter, reconstruct or modify the judicial record. Any correction or reconstruction required shall be undertaken only by the competent authority under the applicable procedure.

9. AUTHENTICATION AND ISSUANCE

9.1. Every certified copy shall be authenticated by the officer or authority competent to do so under the applicable rules.

9.2. The authentication process shall ensure that the copy is traceable to the relevant judicial record and that the certification is duly recorded.

9.3. Where electronic certified copies are permitted by the applicable rules and specifically authorised by the High Court, such copies may be issued through the designated portal using the prescribed electronic authentication mechanism, including a digital signature or other legally recognised method, as applicable.

9.4. An ordinary scanned copy, downloaded document or computer-generated printout shall not be represented as a certified copy unless it has been authenticated in the manner prescribed by the applicable rules.

9.5. Where physical certified copies are required or the electronic mode is not authorised, the copy shall be issued through the prescribed physical procedure.

9.6. The mode of delivery shall be determined in accordance with the facilities approved by the High Court and the applicable rules.

10. DELIVERY OF CERTIFIED COPIES

10.1. Subject to the applicable rules and the facilities authorised by the High Court, certified copies may be delivered through one or more of the following modes:

a. Secure electronic download from the designated portal.

b. Collection from the concerned Copying Section or other authorised counter.

c. Dispatch through an authorised postal or other delivery mechanism, where permitted.

10.2. Where electronic delivery is authorised, access shall be provided through a secure mechanism linked to the application or applicant account.

10.3. The applicant shall be informed of the availability of the certified copy through the registered mobile number, email address, portal notification or other authorised communication channel, wherever such facility is available.

10.4. Where physical collection is required, the applicant shall comply with the prescribed verification and acknowledgement procedure.

10.5. The delivery or collection of the copy shall be recorded in the relevant register or electronic system.

11. STATUS TRACKING AND COMMUNICATION

11.1. The applicant shall be able to track the application using the application number or other prescribed credentials, subject to the facilities available on the portal.

11.2. The status displayed may include the following stages, as applicable:

1. Application submitted.
2. Payment pending or payment verified.
3. Under scrutiny.
4. Defect communicated.
5. Awaiting compliance by applicant.
6. Under processing.
7. Copy prepared.
8. Awaiting authentication.
9. Ready for delivery or collection.
10. Delivered or collected.
11. Rejected, closed or otherwise disposed of, with reasons wherever applicable.

11.3. Where an application is returned, rejected or closed, the reason shall be communicated to the applicant, subject to the applicable rules.

11.4. The portal should, wherever technically feasible, maintain a date-wise record of status changes and communications.

12. TIME LIMIT FOR DISPOSAL

12.1. Applications shall be processed within the time prescribed under the applicable rules, regulations or directions of the High Court.

12.2. Where no specific time limit has been prescribed, the competent authority may prescribe service standards for ordinary and urgent applications, taking into consideration the nature of the document, availability of records, workload and other relevant factors.

12.3. Delay caused by missing records, incomplete applications, non-payment of fees, pending permissions, technical failure or other unavoidable circumstances shall be recorded, wherever required, and communicated to the applicant as appropriate.

12.4. The time taken by the applicant to cure defects or complete prescribed formalities shall be dealt with in accordance with the applicable rules and notified service standards.

12.5. The portal should, wherever feasible, generate alerts for applications pending beyond the prescribed or approved service period.

13. ROLES AND RESPONSIBILITIES

Principal District and Sessions Judge : - The Principal District and Sessions Judge of the concerned Judgeship shall supervise implementation of this SOP in the district, subject to the administrative control and directions of the High Court.

The Principal District and Sessions Judge shall:

a. Ensure that the designated officials are assigned responsibility for online certified-copy applications.

b. Monitor pending applications and compliance with prescribed timelines.

c. Ensure that the Copying Section is provided with necessary administrative and logistical support.

d. Review complaints, delays and recurring operational difficulties.

e. Submit reports to the High Court as and when required.

13.1. Presiding Officer or competent judicial authority

The Presiding Officer or other competent judicial authority shall deal with matters requiring judicial permission, determination of eligibility, access to restricted records or any other decision falling within judicial competence.

13.2. Copying Section

The Copying Section shall be responsible for:

a. Scrutiny and processing of applications assigned to it.

b. Verification of case and document particulars.

c. Coordination for retrieval of records.

d. Preparation and checking of copies.

e. Submission of copies for authentication by the competent authority.

f. Updating the status of applications in the system.

g. Maintaining prescribed registers and records.

h. Communicating defects, delays or other relevant developments to applicants through authorised channels.

13.3. System Administrator or designated IT personnel
The designated IT personnel shall:

a. Maintain the operational availability of the portal and related systems within their assigned responsibilities.

b. Provide technical support to the court establishment.

c. Facilitate user-account management and access control as authorised.

d. Maintain technical logs and assist in the resolution of system errors.

e. Report security incidents, unauthorised access or suspected data breaches to the competent authority.

f. Coordinate with the authorised service provider or technical agency for resolution of technical issues.

Technical personnel shall not alter judicial records, approve applications or authenticate certified copies unless separately authorised under the applicable rules and orders.

13.6. Applicants and advocates

Applicants and advocates shall provide accurate particulars, comply with the prescribed requirements, pay applicable fees and refrain from attempting to access records for which they are not authorised.

14. MAINTENANCE OF RECORDS AND AUDIT TRAIL

14.1. The designated portal shall, wherever technically feasible, maintain an electronic record of each application, including its submission, payment, scrutiny, defect communications, processing, authentication and delivery.

14.2. The system shall maintain an audit trail of material actions taken by authorised users, including the date and time of the action and the relevant user identification.

14.3. Records shall be retained in accordance with the applicable record-retention rules, judicial directions and approved data-retention policy.

14.4. Access to application records and associated documents shall be restricted to authorised personnel on a need-to-know basis.

14.5. Periodic checks may be undertaken by the competent authority to verify the accuracy of records, pendency, disposal and compliance with this SOP.

15. INFORMATION SECURITY AND CONFIDENTIALITY

15.1. The online certified-copy system shall operate in accordance with the applicable laws, rules, directions and approved information-security policies.

15.2. User access shall be controlled through appropriate authentication and role-based access permissions, wherever technically feasible.

15.3. Confidential, sealed, sensitive or restricted documents shall not be made available for general download merely because they have been digitised or uploaded to the system.

15.4. Electronic copies and supporting documents shall be protected against unauthorised access, alteration, disclosure or loss through appropriate technical and administrative safeguards.

15.5. Any suspected unauthorised access, data leakage, tampering or other security incident shall be reported promptly to the designated authority and dealt with under the applicable incident-response procedure.

15.6. No officer or staff member shall disclose applicant information, case records or electronic documents except in the discharge of official duties or as otherwise authorised by law.

16. TECHNICAL FAILURE AND ALTERNATIVE ARRANGEMENTS

16.1. In the event of temporary unavailability of the portal or failure of the online payment or application-processing facility, the applicant may follow the alternative procedure notified by the competent authority.

16.2. The designated officials shall report persistent technical issues to the appropriate IT support authority.

16.3. Where an application cannot be completed due to a technical failure, the applicant shall be guided regarding the available alternative procedure, including preservation or verification of payment details, where applicable.

16.4. A technical failure shall not authorise any officer or staff member to bypass mandatory verification, payment, access restrictions or authentication requirements.

16.5. Any temporary relaxation or alternative arrangement shall be made only in accordance with directions issued by the competent authority.

17. GRIEVANCE REDRESSAL

17.1. An applicant facing difficulties in submitting an application, making payment, tracking its status or obtaining an issued copy may submit a grievance through the designated portal, helpdesk or other notified channel.

17.2. Technical grievances shall be referred to the designated IT support personnel, while grievances relating to scrutiny, processing, entitlement or issuance shall be placed before the competent court authority or administrative officer.

17.3. Each grievance shall, wherever feasible, be assigned a reference number for tracking.

17.4. Grievances shall be addressed within the time prescribed by the competent authority.

17.5. Nothing in this provision shall curtail any statutory remedy or the right of an applicant to approach the competent authority under the applicable rules.

18. MONITORING AND REVIEW

18.1. The concerned Civil Courts shall monitor the number of applications received, disposed of, pending, returned for defects and delayed beyond the prescribed service period.

18.2. The Principal District and Sessions Judge shall conduct periodic reviews of the functioning of the online certified-copy facility and take appropriate administrative measures within their authority.

18.3. Consolidated reports shall be furnished to the High Court in the format and at the intervals prescribed by it.

18.4. The High Court may review the functioning of the system periodically and issue necessary directions for improving efficiency, accessibility, security and accountability.

19. INTERPRETATION AND CLARIFICATION

Any difficulty arising in the implementation or interpretation of this SOP shall be placed before the competent authority of the High Court of Jharkhand for appropriate directions.

In matters concerning the interpretation or application of the rules governing certified copies, the applicable rules and directions of the competent judicial or administrative authority shall prevail.

20. AMENDMENT AND MODIFICATION

The High Court of Jharkhand may amend, modify, supplement or replace any provision of this SOP, as may be considered necessary for effective implementation, in accordance with the applicable law and rules.

21. COMMENCEMENT

This SOP shall come into force from the date specified in the notification or order issued by the competent authority of the High Court of Jharkhand.

Its implementation shall be subject to the availability and operationalisation of the designated online facility and such directions as may be issued by the High Court from time to time.

झारखंड उच्च न्यायालय
High Court of Jharkhand

PUBLIC USER MANUAL

Online Certified Copy Portal

Registration, application, payment, tracking and download

Prepared for	High Court of Jharkhand
Audience	Public applicants using the online certified copy portal
Version	1.0 · 13 October 2026
Scope	Public side of the portal only

This guide describes the public screens as captured in October 2026. Screenshots use sample information for illustration. The live portal determines actual case results, fees, statuses and available downloads.

HOW TO USE THIS GUIDE

Before you begin

Have these ready

- An active mobile number that can receive SMS OTPs.
- An email address and your name, address, state, district and PIN code.
- Case type, case or filing number, and year.
- District and establishment for a Civil Court request.
- Clear particulars of any other document requested.

Reading the screenshots

- Red numbered boxes show exactly where to click or type.
- Numbers match the steps immediately below each figure.
- Sample applicant details, application numbers, status screens and case details are illustrations.
- Your live screen may show different cases, fees and messages.

Register → **Verify OTP** → **Login** → **Apply** → **Track** → **Pay when prompted** → **Download when ready**

Guide contents

1. Choose a user type
2. Enter registration details
3. Verify the registration OTP
4. Log in to the public portal
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6. Apply for an order or judgement copy — Civil Court
7. Review case details and select orders
8. Request another document — High Court
9. Request another document — Civil Court
10. Open Applied Applications
11. Find an application and open its details
12. Pay when the portal requests payment
13. Download the certified copy
14. View and maintain the user profile
15. Change the registered mobile number

Public users: use the User Login and Register screens. The Admin Login link is for authorised court staff. Keep your application number and do not share OTPs.

01 / ACCOUNT CREATION

Choose a user type

Open the portal and select the public registration link on the login screen. Registration begins with a user type selection.

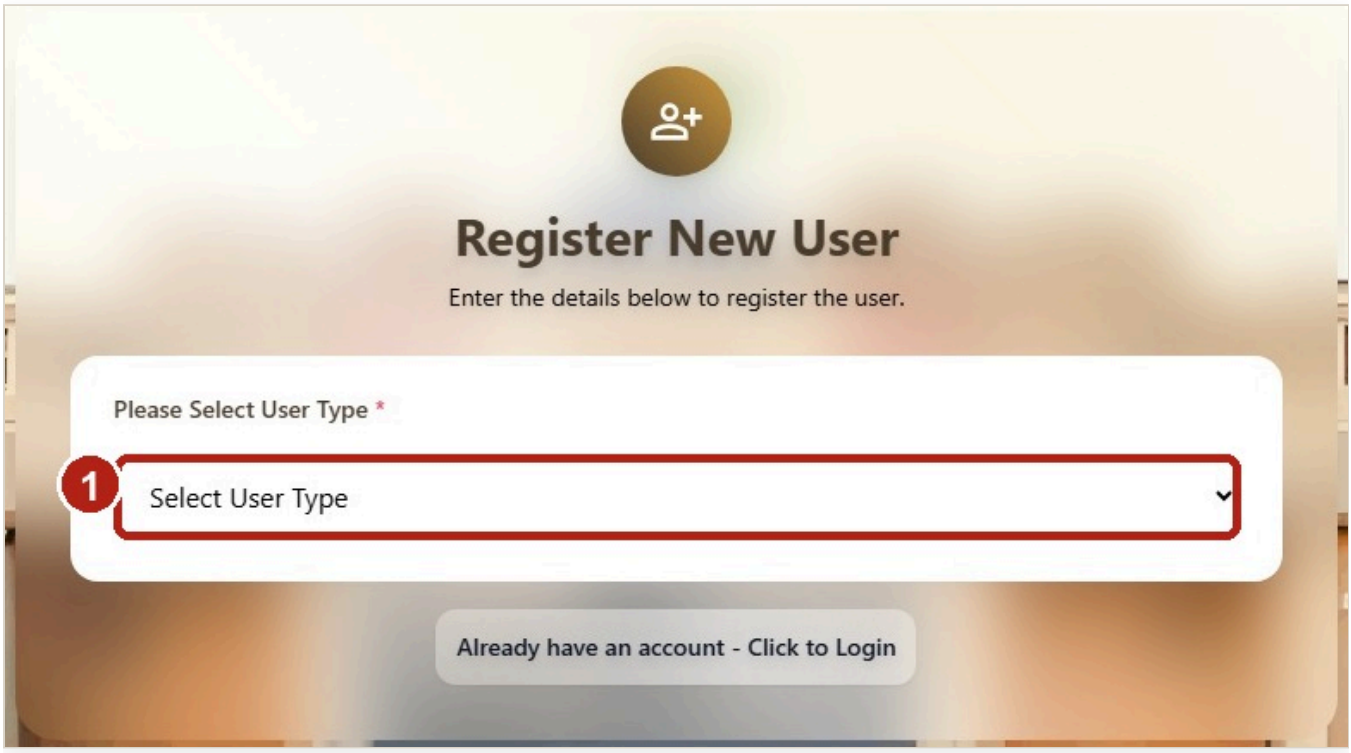


Figure 1. Numbered boxes identify the controls described below. Illustrative screen.

1. Select **Please Select User Type** (1). Choose Advocate, Petitioner, Respondent, or Others.
2. The remaining registration fields appear after the choice. Advocates must provide their Advocate Bar Council Number when that field is displayed.
3. Already registered? Use **Already have an account - Click to Login** below the form.

> **Note.** Use the user type that describes the applicant. The same account can access the High Court and Civil Court application options after login.

02 / ACCOUNT CREATION

Enter registration details

Complete every field marked with an asterisk. The district list is populated after a state is selected.

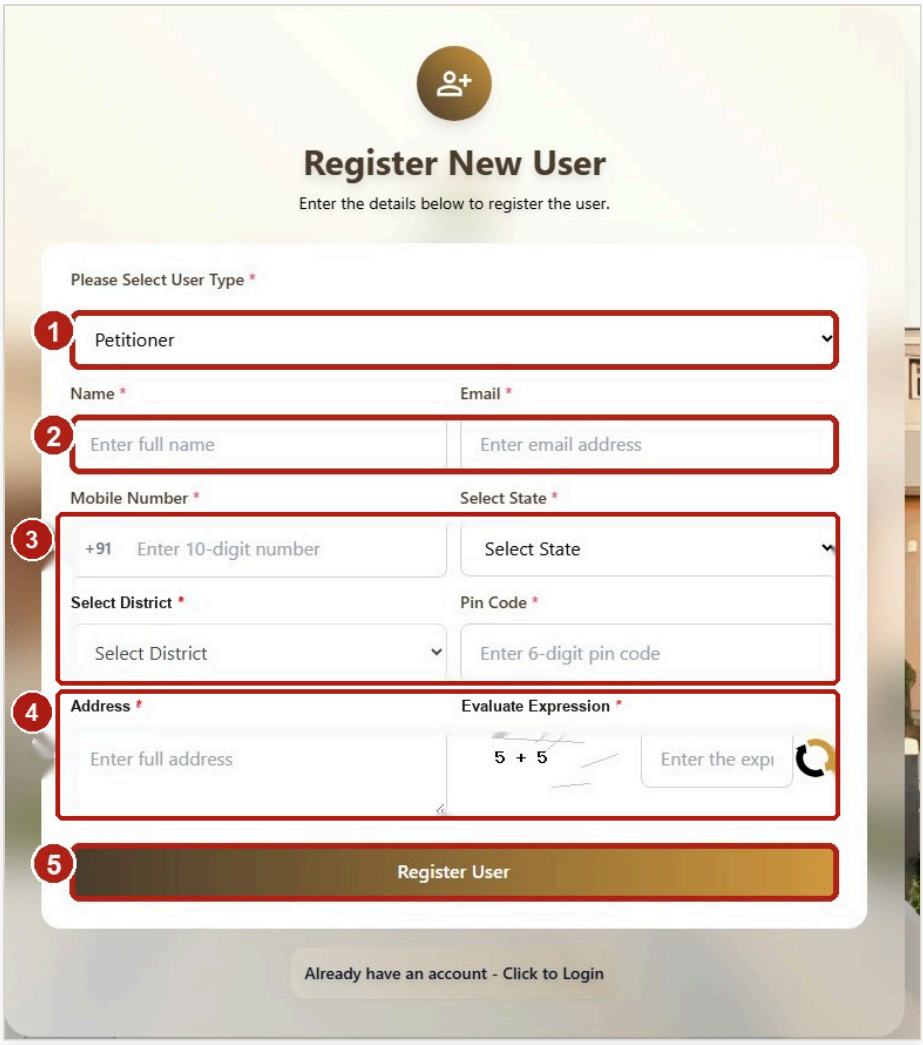


Figure 2. Numbered boxes identify the controls described below. Illustrative screen.

1. Confirm the selected user type (1).
2. Enter the applicant's full name and email address (2).
3. Enter an active 10-digit mobile number; choose state and district; enter the six-digit PIN code (3).
4. Enter the full address and solve the displayed arithmetic expression (4). Use the refresh icon if the expression is unclear.
5. Check the details, then select **Register User** (5). If the mobile number or email is already registered, return to login or correct the details.

> **Note.** The mobile number is used for OTP verification and account access. The email address and address should be accurate for application records.

03 / ACCOUNT CREATION

Verify the registration OTP

The portal sends a six-digit code to the mobile number entered during registration.

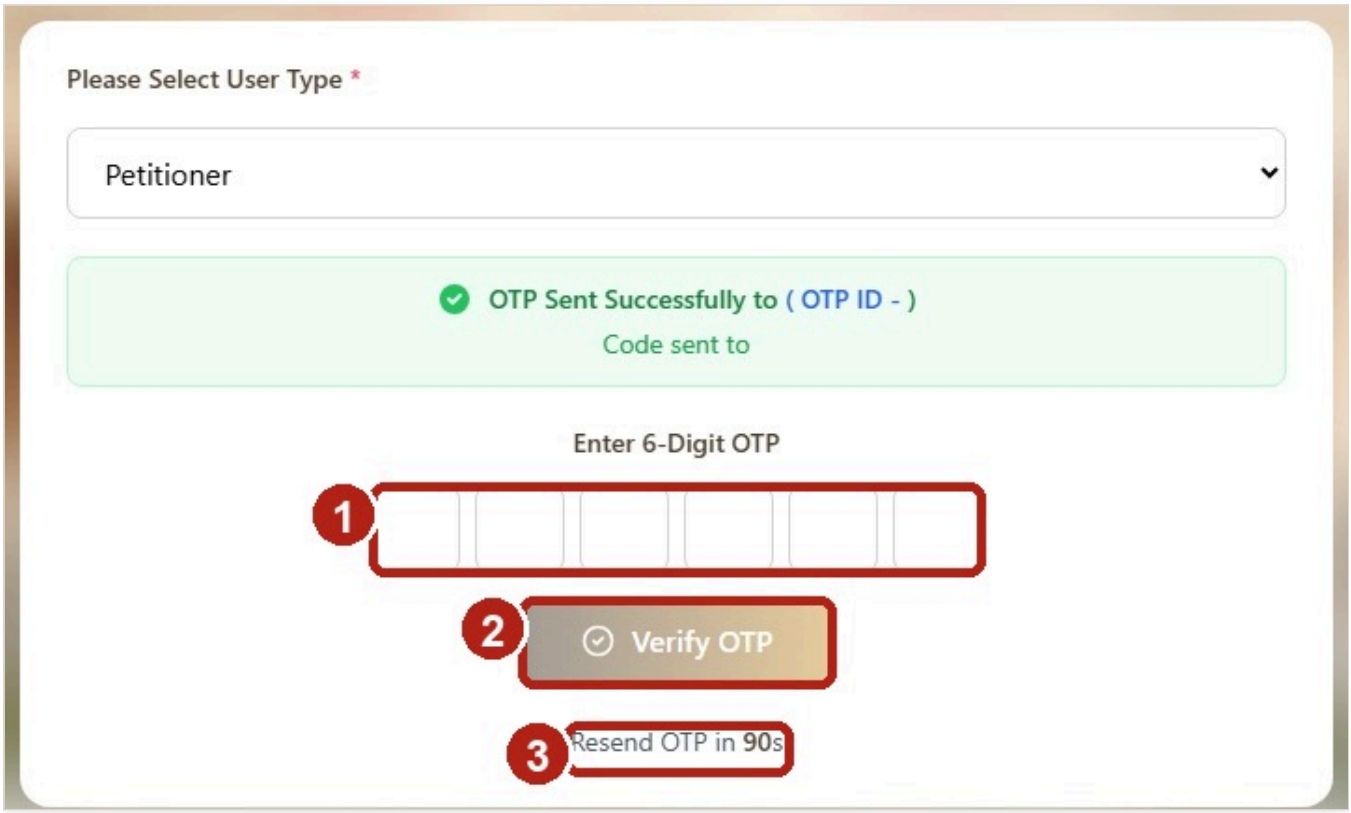


Figure 3. Numbered boxes identify the controls described below. Illustrative screen.

1. Enter the six digits in the OTP boxes (1).
2. Select **Verify OTP** (2). Registration completes only after verification succeeds.
3. If needed, wait for the timer and use **Resend OTP** (3). Then use the login link to access the new account.

> **Note.** The OTP ID and mobile number are blank in this illustration because no real OTP was requested for the manual. Never share an OTP with another person.

04 / ACCOUNT ACCESS

Log in to the public portal

Use the mobile number registered with the portal. Public login is separate from the Admin Login link in the top bar.

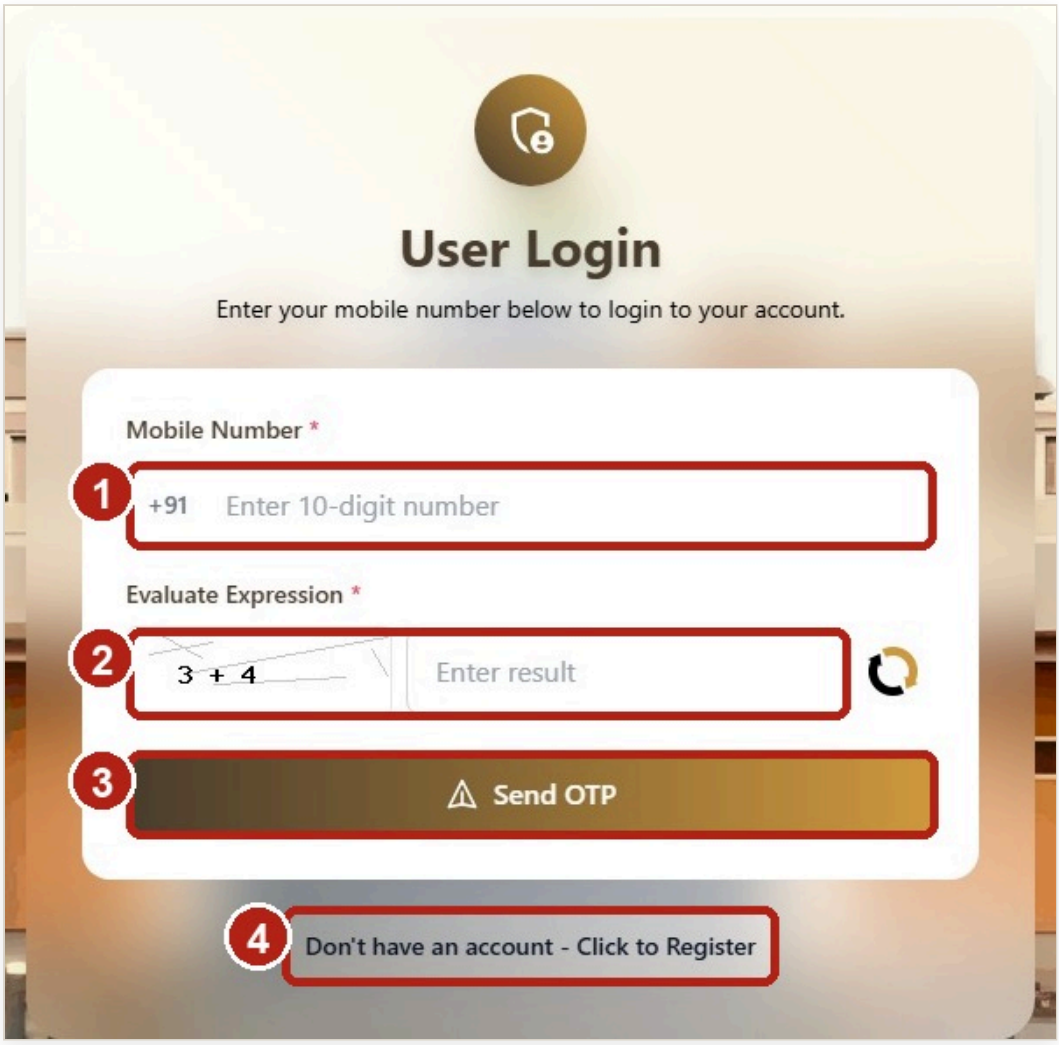


Figure 4. Numbered boxes identify the controls described below. Illustrative screen.

1. Enter the registered 10-digit mobile number (1).
2. Read the arithmetic expression and enter its result (2). Use the refresh icon if needed.
3. Select **Send OTP** (3), enter the six-digit code received by SMS, and select **Verify OTP**.
4. First-time users select **Don't have an account - Click to Register** (4).

> **Note.** If the portal says the user was not found, complete registration first. If an OTP expires, use the resend option shown after the timer.

05 / NEW APPLICATION

Apply for an order or judgement copy — High Court

After login, the New Application screen opens with High Court selected by default.

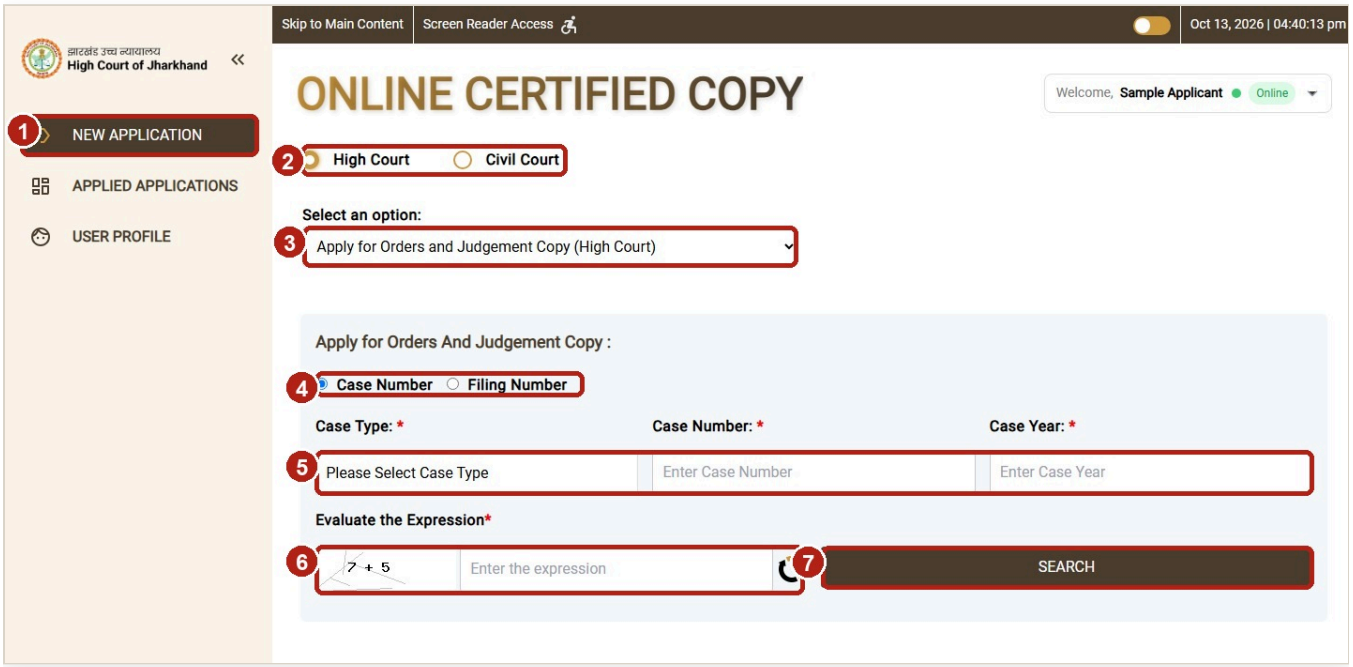


Figure 5. Numbered boxes identify the controls described below. Illustrative screen.

1. Select **New Application** in the left menu (1), then choose **High Court** (2).
2. In **Select an option**, keep **Apply for Orders and Judgement Copy (High Court)** (3).
3. Choose Case Number or Filing Number according to the reference available to you (4).
4. Select the case type and enter the matching number and year (5).
5. Solve the expression (6), then select **Search** (7). Check that the returned case is the intended case before continuing.

> **Note.** If no case is returned, recheck the case type, number, year, and whether the reference is a case number or filing number.

06 / NEW APPLICATION

Apply for an order or judgement copy — Civil Court

Civil Court searches require the district and court establishment in addition to the case reference.

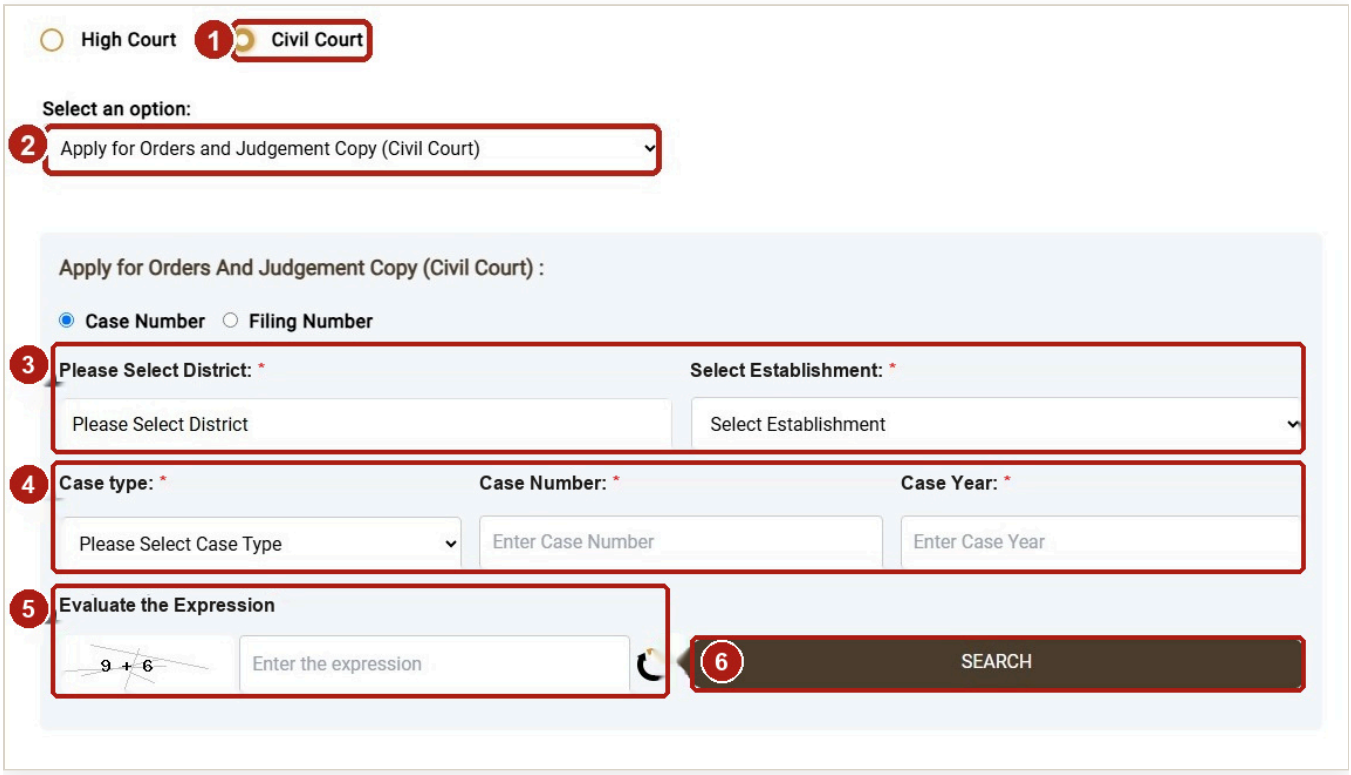


Figure 6. Numbered boxes identify the controls described below. Illustrative screen.

1. Choose **Civil Court** (1) and **Apply for Orders and Judgement Copy (Civil Court)** (2).
2. Select Case Number or Filing Number as appropriate.
3. Select the district and then the establishment (3). The establishment list depends on the district.
4. Select case type; enter the number and year (4).
5. Solve the expression (5) and select **Search** (6). Verify the case details before proceeding.

> **Note.** District and establishment identify the Civil Court record. A wrong selection can return no result even when the case number is correct.

07 / NEW APPLICATION

Review case details and select orders

For an order or judgement request, the case information page shows the case found and the available orders.

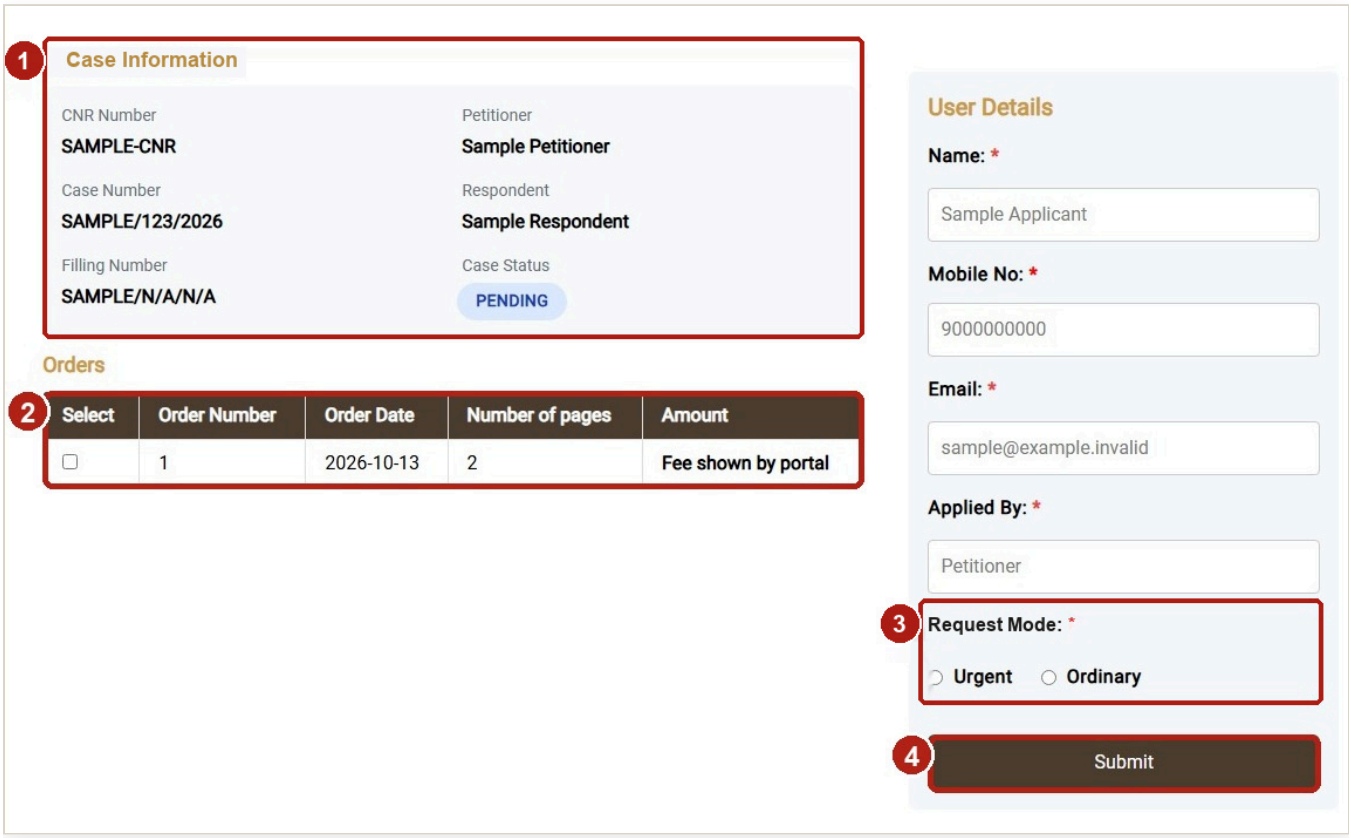


Figure 7. Numbered boxes identify the controls described below. Illustrative screen.

1. Check the CNR, case number, parties, and case status (1). Do not continue if they refer to a different case.
2. Tick the checkbox next to each required order (2). The portal displays page count and fee information when available.
3. Review the prefilled user details and choose Urgent or Ordinary request mode (3).
4. Select **Submit** (4). Follow any confirmation and payment instructions shown by the portal; retain the application number.

> **Note.** This figure uses a sample case and a placeholder fee description. Actual order availability, page counts, fees, and next screens come from the live case record.

08 / NEW APPLICATION

Request another document — High Court

Use the Others Copy option for a document request other than the listed order and judgement copies.

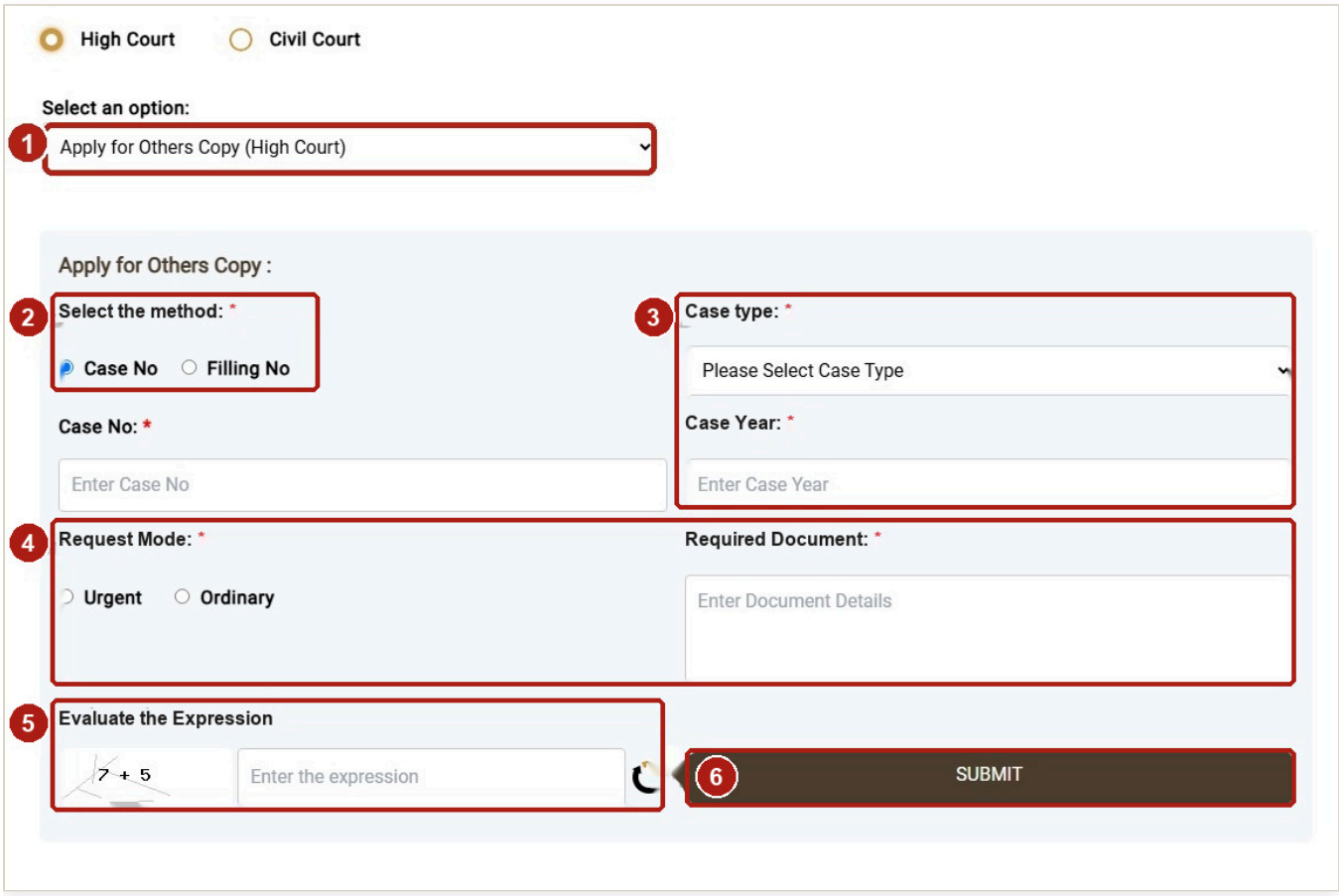


Figure 8. Numbered boxes identify the controls described below. Illustrative screen.

1. Choose **Apply for Others Copy (High Court)** in the option selector (1).
2. Choose Case No or Filing No (2); select case type and enter the matching number and year (3).
3. Choose Urgent or Ordinary and describe the required document clearly, including enough detail to identify it (4).
4. Solve the expression (5) and select **Submit** (6). Save the application number shown after submission.

> **Note.** The portal may ask for payment later, after the copying section has assessed the document and amount. Check Applied Applications for the current status.

09 / NEW APPLICATION

Request another document — Civil Court

The Civil Court Others Copy form adds district and establishment selection.

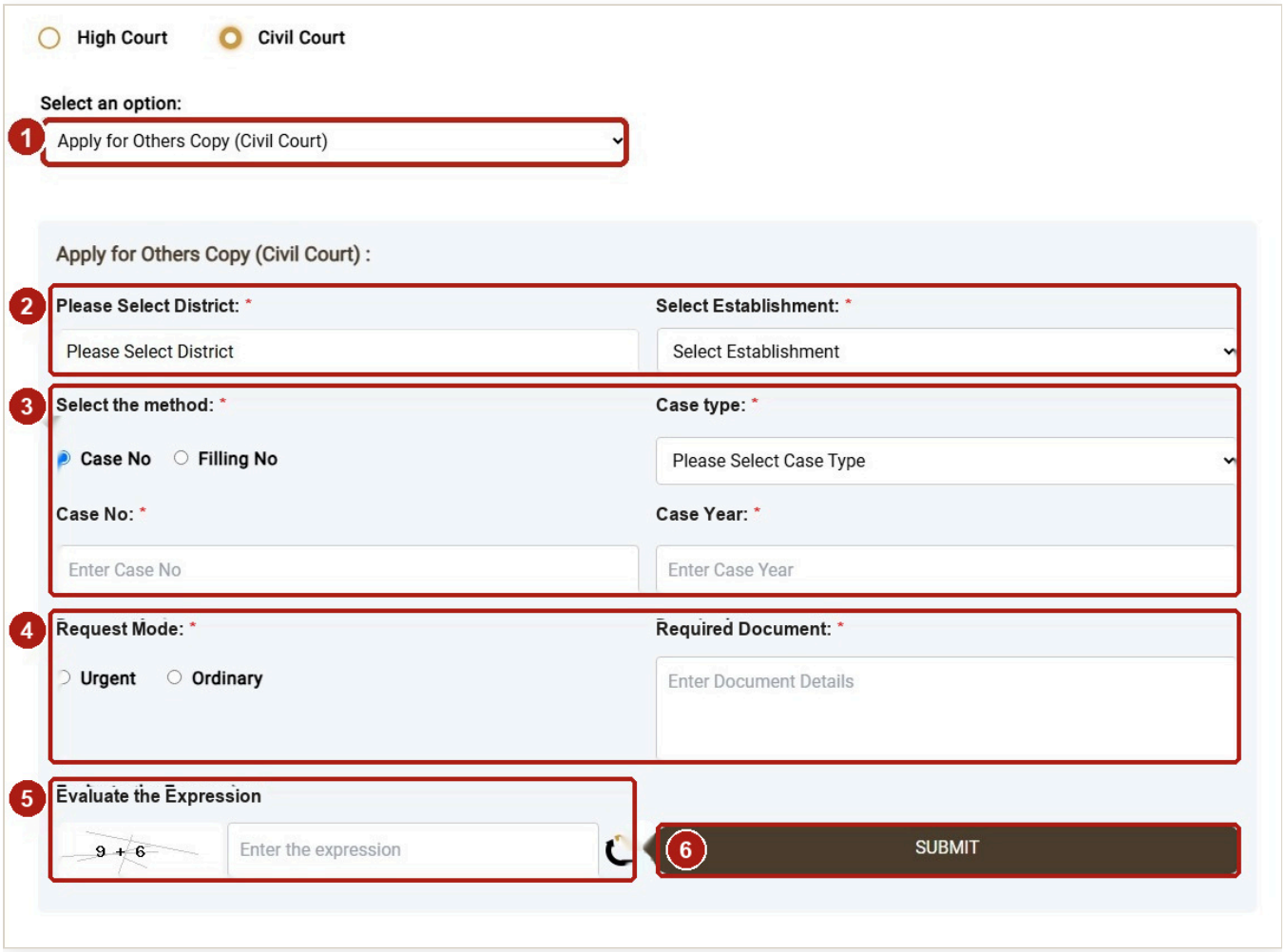


Figure 9. Numbered boxes identify the controls described below. Illustrative screen.

1. Choose **Apply for Others Copy (Civil Court)** (1).
2. Select the district and establishment (2).
3. Choose Case No or Filing No, select case type, and enter the reference number and year (3).
4. Choose request mode and describe the required document (4).
5. Solve the expression (5), select **Submit** (6), and keep the application number for tracking.

Note. Use precise document details. Fees and document availability are determined by the portal and copying section for the actual request.

10 / TRACKING

Open Applied Applications

The tracking area separates High Court and Civil Court applications submitted from the account.

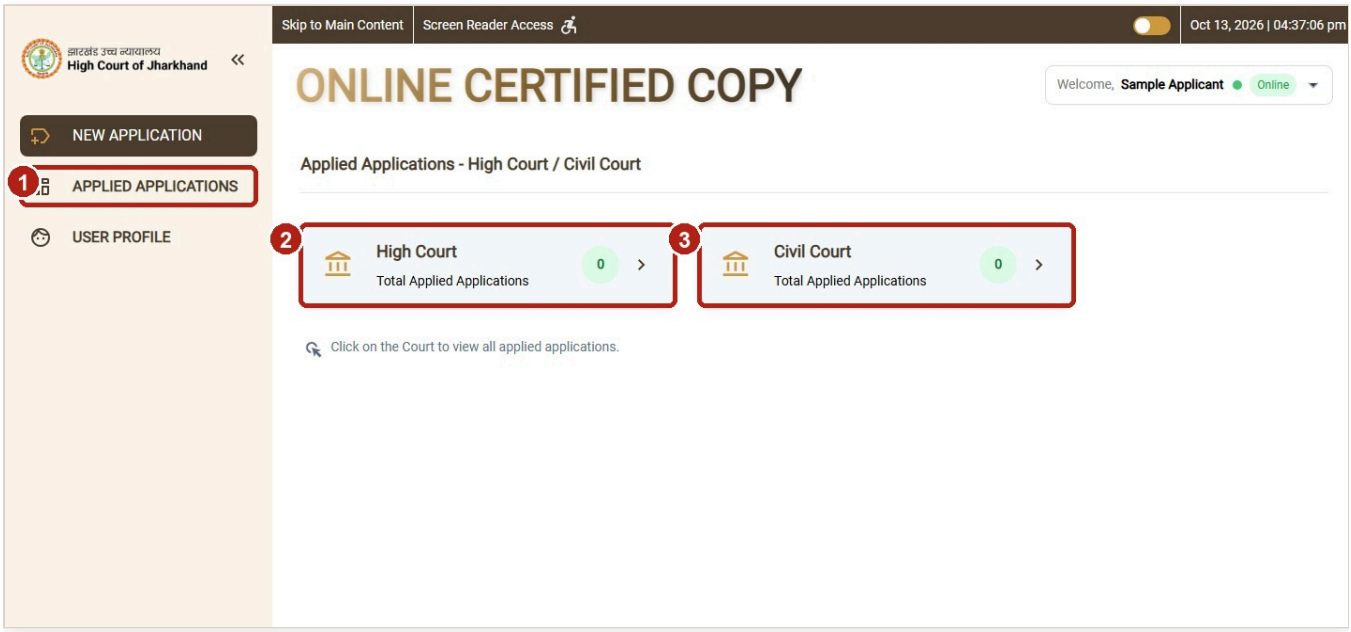


Figure 10. Numbered boxes identify the controls described below. Illustrative screen.

1. Select **Applied Applications** in the left menu (1).
2. Select the High Court card (2) or Civil Court card (3) to see applications for that court.
3. A zero count or a no-applications message means no matching application is available for that court in the current account.

> **Note.** The zero counts in this illustration belong to a sample account. The live account shows its own application totals.

11 / TRACKING

Find an application and open its details

The application list provides search, status filtering, and a link to each application's detail page.

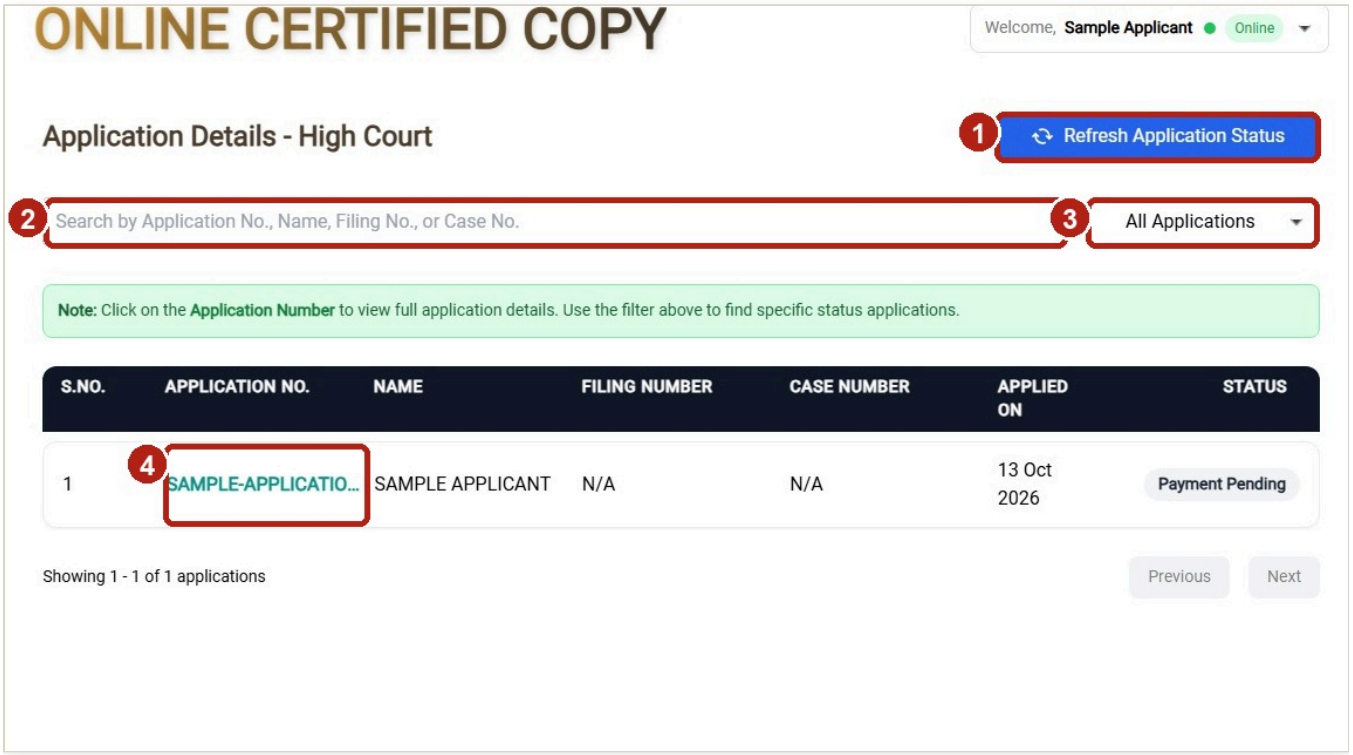


Figure 11. Numbered boxes identify the controls described below. Illustrative screen.

1. Select **Refresh Application Status** (1) to request the latest status.
2. Search by application number, name, filing number, or case number (2).
3. Use **All Applications** to filter by status (3).
4. Select the application number link (4) to open full details, payment actions, and download actions when available.

> **Note.** The application number and status in this figure are sample values. Keep your own application number from submission or the application list.

12 / PAYMENT

Pay when the portal requests payment

A payment action is displayed on the application detail page when the application is eligible for payment.

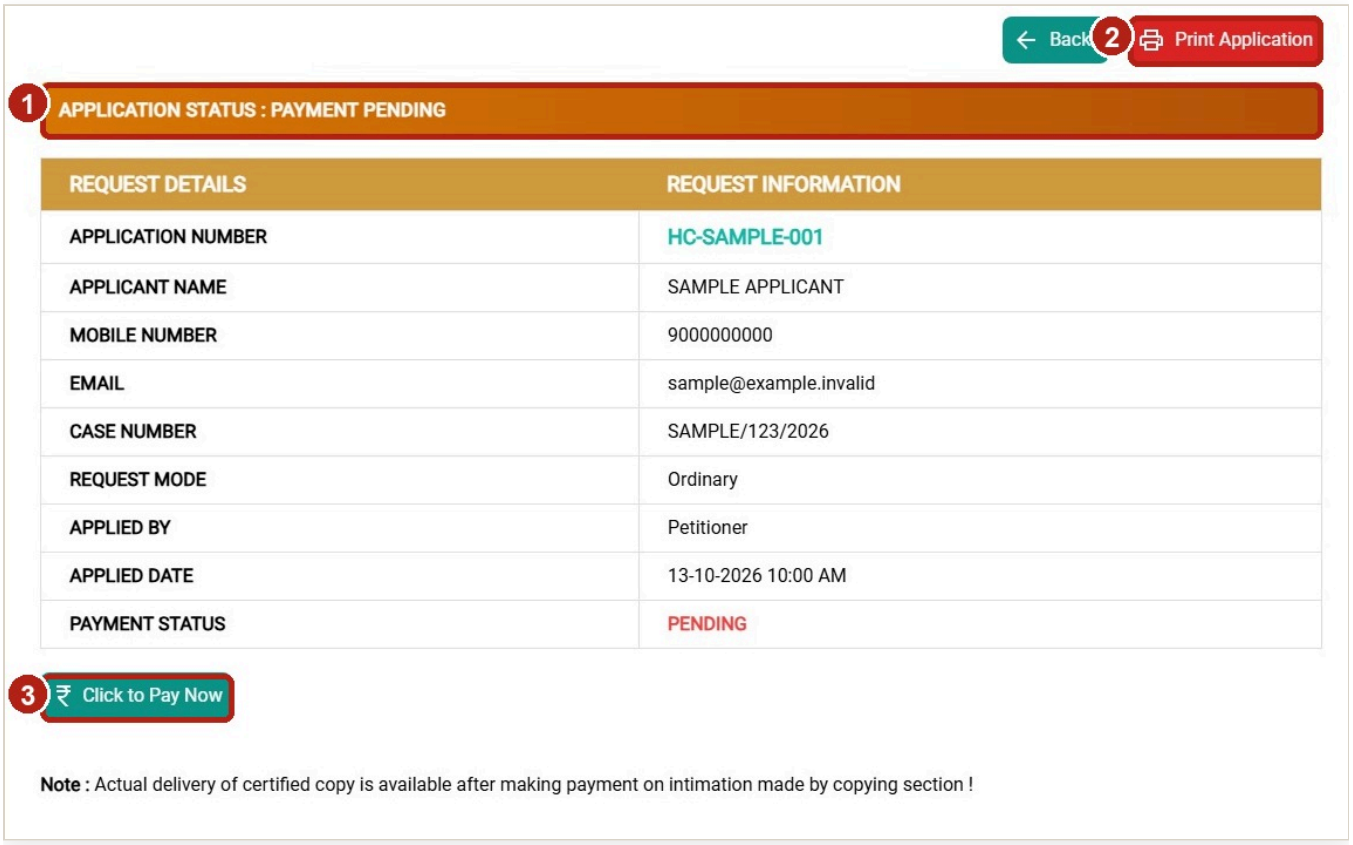


Figure 12. Numbered boxes identify the controls described below. Illustrative screen.

1. Read the application status and verify that the application number and applicant details are correct (1).
2. Use **Print Application** (2) if a copy of the application details is needed.
3. When **Click to Pay Now** appears, select it (3) and complete the payment steps shown by the gateway.
4. Return to Applied Applications and refresh the status to confirm that payment has been recorded. If the gateway shows processing, check the status before making another attempt.

> **Note.** This is an illustrative payment state. The actual fee, payment timing, and gateway screen depend on the case and copying section's intimation.

13 / DELIVERY

Download the certified copy

The download action appears on the application detail page when the certified copy is ready.

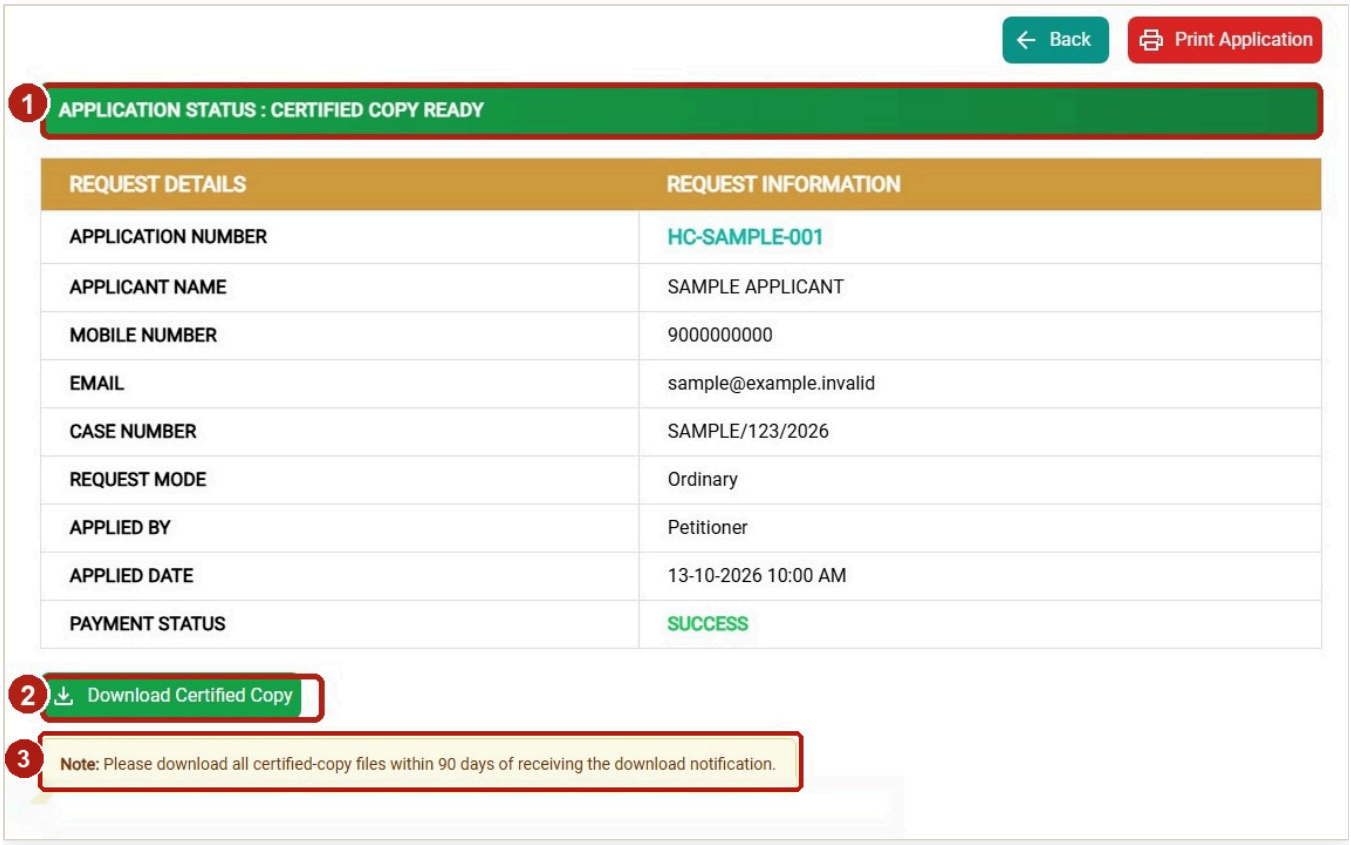


Figure 13. Numbered boxes identify the controls described below. Illustrative screen.

1. Confirm that the status indicates the certified copy is ready (1).
2. Select **Download Certified Copy** (2). The portal may show one or more files; download each required file or use Download All Files when offered.
3. Read the download-period notice (3), save the files within the period shown, and open each file to confirm it downloaded correctly.

> **Note.** The ready state and application number shown here are sample data. The download control is only available for an actual application after the portal marks the copy ready.

14 / ACCOUNT

View and maintain the user profile

The account profile holds the contact and address details registered for the public user.

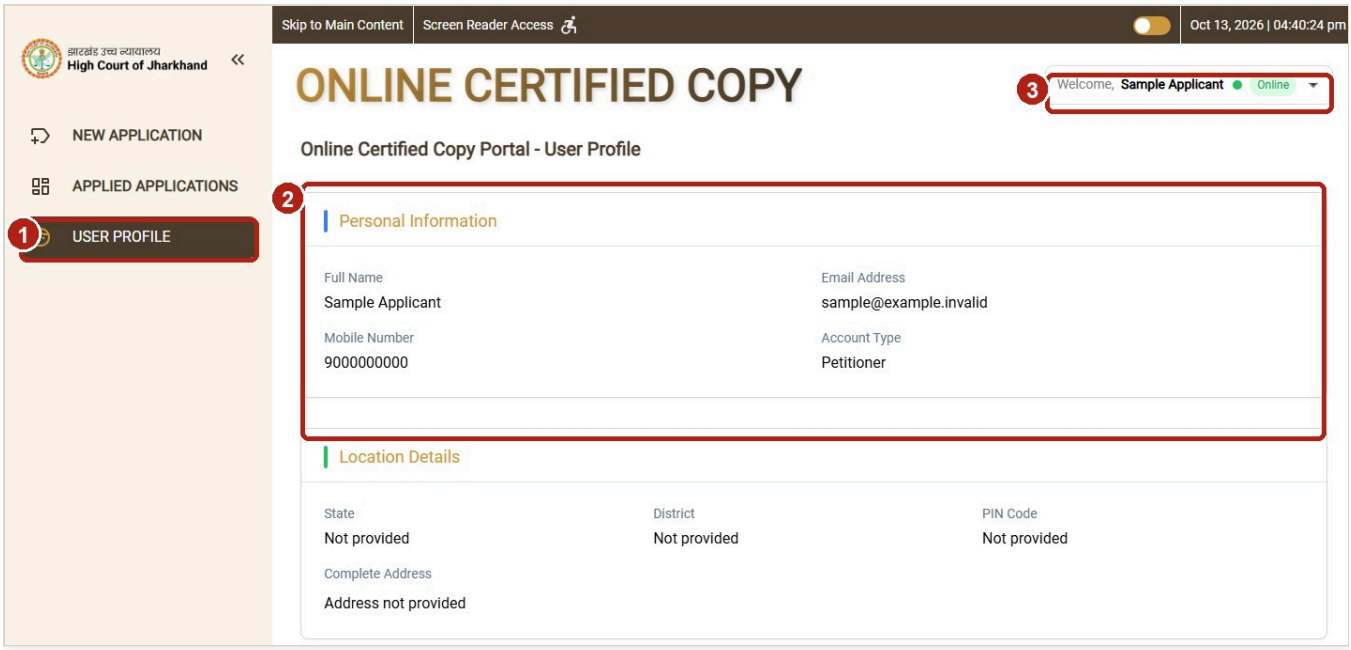


Figure 14. Numbered boxes identify the controls described below. Illustrative screen.

1. Select **User Profile** in the left menu (1).
2. Review the personal and location information shown (2).
3. Open the top-right account menu (3). Use **Profile Settings** → **Edit your profile** to update permitted details, or choose the change-mobile option when needed.
4. Use **Logout** from the account menu when finished, especially on a shared device.

> **Note.** The sample name, mobile number, and email in this figure are placeholders. The live profile shows the registered user's own data.

15 / ACCOUNT

Change the registered mobile number

A mobile-number change is verified using an OTP sent to the new number.

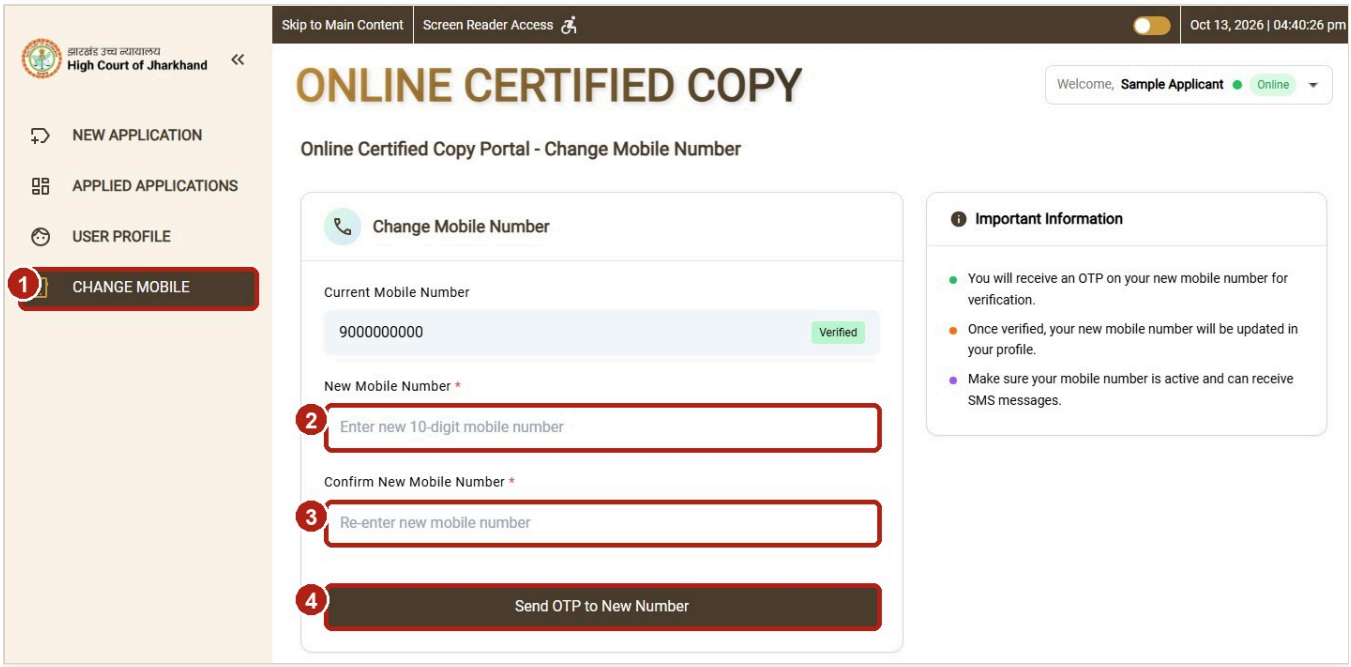


Figure 15. Numbered boxes identify the controls described below. Illustrative screen.

1. Open **Change Mobile** from the account navigation (1).
2. Enter the new active 10-digit mobile number (2) and re-enter it exactly in the confirmation field (3).
3. Select **Send OTP to New Number** (4). Enter the six-digit code received on the new number and complete verification.
4. After the success message, use the new number for subsequent login.

> **Note.** Keep the new number active and able to receive SMS. An unverified change does not complete the account update.

16 / HELP AND SAFE USE

Common issues and next steps

What you see	What to do
Mobile number or email already registered	Use User Login for an existing account. If registering a different person, correct the contact details before retrying.
OTP not received or expired	Check the registered number and SMS signal. Wait for the resend timer, then request a new OTP and enter the latest code.
Arithmetic expression rejected	Enter the numerical result shown in the image. Use the refresh icon for a new expression, then submit again.
Case not found	Recheck court, case type, district and establishment for Civil Court, reference type (case or filing), number and year.
No applications in tracking	Select the correct High Court or Civil Court card. Use the account that submitted the application.
Payment is pending or processing	Open the application detail page and refresh status. Follow the payment action only when the portal offers it; check status before retrying an uncertain transaction.
Download button is not shown	The certified copy may not be ready. Continue checking Applied Applications and act on any payment intimation.

Keep a record

Save the application number, any payment reference, and the downloaded certified-copy files. Use Print Application on the detail page if a paper or PDF record is required.

Protect your account

Enter OTPs only on the portal screen. Do not share them. Check the mobile number before registration or a mobile-number change, and log out on shared computers.

If a problem remains after these checks, use the official contact information published by the High Court of Jharkhand for the relevant court or copying section. This guide does not assign a support number.